



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Farnes et al.

Serial No.: 10/043,756

Filed: January 09, 2002

For: Method and System for  
Implementing Total Customer  
Experience Action Planning

Examiner: Choi, Peter

Art Unit: 3623

Conf. No: 7287

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Preliminary Amendment and Response Accompanying the Present Request for Continuing  
Examination (RCE) Filed Herewith

Dear Sir:

In response to the Final Office Action mailed June 1, 2007 and in conjunction with the RCE filed herewith, Applicants respectfully request reconsideration of the above referenced patent application. Please consider the following remarks and amendments for allowance of the above-identified patent application.

Amendments to the Claims begin on page 2 of this response.

Remarks begin on page 7 of this response.